

Data Collection and Quality Improvement Processes for Good IPS Fidelity

<input checked="" type="checkbox"/>	Fidelity Item	Data Collection or Quality Improvement Process	Frequency
<input type="checkbox"/>	Integration of rehabilitation with mental health treatment: Employment services documentation is integrated into mental health treatment records.	Minimally, the Career Profile (formerly known as the Vocational Profile), progress notes and employment plan are part of the mental health treatment record.	For each person served by the IPS program
<input type="checkbox"/>	Role of the IPS Supervisor: Supervisor collects client outcomes, reviews outcomes with staff, and helps them develop goals for improvement.	Examples of data collected by supervisor include number of job starts for the program and for individual employment specialists as well as number and percent of people working on the team caseload and individual caseloads.	Quarterly
<input type="checkbox"/>	Agency focus on competitive employment: Rate of competitive employment for all persons with serious mental illness served by the agency, which includes people who are not served by the IPS program.	Mental health agency leaders collect employment data and share outcomes with clinical supervisors and practitioners. Typically, they count any person who worked during the quarter, even if the person only worked one day.	Quarterly
<input type="checkbox"/>	Agency focus on competitive employment: Agency intake includes questions about employment.	When people first begin receiving services at the agency they are asked about their interest in employment. Work history information is not sufficient. Sample questions: What are your thoughts about working? Would you like to learn whether your disability benefits would be affected by a job? Would you like to learn about a program that helps people return to work? Answers are documented in agency intake or initial assessment.	For each person with serious mental illness who receives services at the mental health agency

☐	Agency focus on competitive employment: People are asked about interest in work on an ongoing basis.	Questions about interest in employment (see above) are included in the annual assessment or treatment plan.	Annually or more often
☐	Executive team support for supported employment: Quality assurance review of IPS supported employment fidelity	The agency quality assurance process reviews the overall IPS fidelity score or scores for specific fidelity items in order to increase fidelity.	Every six months until good fidelity is obtained, annually thereafter
☐	Ongoing work-based assessment: Employment specialists spend a few weeks learning about each person’s work goals, education and work experiences, etc. They document this information in the Career Profile (formerly known as the Vocational Profile).	The Career Profile is updated with each job start, job end and education experience. A sample profile and forms for updating the profile are at http://www.dartmouthips.org . Information for the form comes from the job seeker or student, mental health practitioners, mental health records, and (with permission) family members.	For each person served by the IPS program.
☐	Rapid job search: Number of days from first IPS appointment to first face-to-face employer contact by employment specialist and/or client	Some supervisors track this by asking for information during the weekly vocational unit meeting: “Who met with a new client for the first time this week?” “Which clients started a job search this week by either you and/or them having contact with an employer?”	For each client in the IPS program.
☐	Individualized job search: Employment specialists and clients co-develop individualized, written employment plans.	Employment plans are individualized (pertain to each person’s preferences and needs regarding a job) and specific (spell out the steps to find a job and who will complete each step).	For each person served by the IPS program.

☐	Job development—Frequent employer contact: Employment specialists have six in-person contacts with employers (related to job development) each week.	Employment specialists document employer contacts on logs that are submitted to their supervisor weekly. The logs indicate whether the specialist met with someone who had hiring authority. Also, logs indicate that the activity was related to helping someone find a job, rather than providing job supports or another purpose.	Weekly
☐	Diversity of jobs and diversity of employers: Supervisors maintain a list of job starts that includes job titles.	Many IPS programs use Job Start Forms to update the Career Profile (http://www.dartmouthips.org). Employment specialists provide a copy to the supervisor when one of their clients gets a job. Supervisors track the first date of employment, job title and name of employer. If the business is a franchise (such as a fast food restaurant or grocery store chain) supervisors might also indicate when clients are working at separate stores.	For each job start
☐	Individualized follow-along supports: Employment specialists and clients co-develop individualized, written employment plans.	Written job support plans are individualized to each person’s preferences for supports and needs (i.e., based on work history, current issues, etc.). The plans indicate what services will be provided and how often.	For each person served by the IPS program.
Recommended but not required:			
☐	Role of the IPS supervisor: Mentoring (working side-by-side with employment specialists) for developing employer relationships	Sample field mentoring forms for job development are at http://www.dartmouthips.org .	For each new specialist and for those who want to improve their job development skills

□	<p>Work incentives planning: Documentation provided by a trained benefits planner regarding a person's individualized situation is included in the employment record.</p>	<p>Employment specialists request a copy of the report provided to the client, provided that it is individualized and not merely a print out of Social Security rules.</p>	<p>For each person who receives work incentives planning (benefits planning)</p>
□	<p>Disclosure: Employment specialists discuss each person's preferences regarding disclosure of a disability to employers.</p>	<p>Forms to document these discussions include the Career Profile and Disclosure Worksheet, http://www.dartmouthips.org</p>	<p>For each job search</p>